

City and County of San Francisco



## PARTMENT OF HUMAN RESOURCES

DIRECTORY OF SERVICES



August 1995

AUG 0 3 1995
SAN FRANCISCO
PUBLIC LIBRARY

Wendell L. Pryor, Director

44 Gough Street • San Francisco, CA 94103 • (415) 557-4800

REF 352.6025 3a52d aug. 1995



City and County of San Francisco



# DEPARTMENT OF HUMAN RESOURCES DIRECTORY OF SERVICES



August 1995

Wendell L. Pryor, Director





## Frequently Used Numbers

General Information - Employment Services 44 Gough Street 557-4800

General Information - Health Service System 1155 Market Street 554-1700

General Information - Workers' Compensation 1155 Market Street 554-1777

 Job Hotline (24-hour)
 557-4888

 Certification Unit
 557-4821

#### Health Services

Member Services Division

Assistance regarding benefit plans offered to all employees: 554-1750

Eligibility and benefit information concerning all health and dental programs, disability, dependent care, vision care, COBRA and domestic partners benefits

Medical Claims Division

Assistance for enrollees of the City Health Plan only

Information regarding covered medical services and status of ongoing claims

- Workers' Compensation Division Medical Treatment Facilities:

Mt. Zion Hospital 885-7770 1515 Scott Street (between Geary & Post) 554-1725

S.F. General Hospital 206-8998 Bldg. 9, 2nd Floor

(between 23rd & Potrero)

TDD

General Information - Employment Services 44 Gough Street 775-9484
General Information - Health & Safety Division 1155 Market Street 554-1790
(Health Service System and Workers' Compensation)

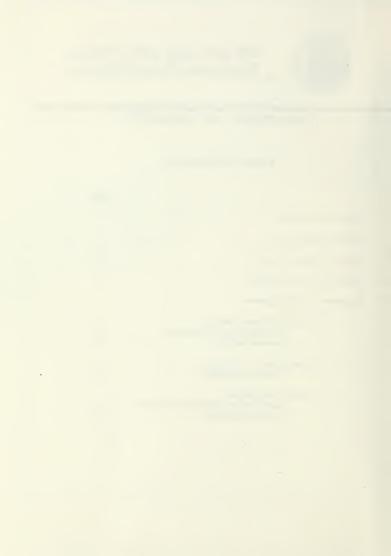




## DIRECTORY OF SERVICES

## TABLE OF CONTENTS

		Page
	Frequently Used Numbers	
I.	Contacts For Major Services	1
II.	Directory of Services by Subject	11
III.	Alphabetical Listing of DHR Staff	21
IV.	Assignments by CCSF Department	
	A. Operations/Personnel Services Team Assignments by Department Decentralized Units	29 31
	B. Equal Employment Opportunity Contacts by Department	33
	C. Worker's Compensation Claims Examiner and Medical Treatment Facility by Department	35





## DIRECTORY OF SERVICES

I. Contacts for Major Services



Office of the Director	FAX:	557-4835
Wendell L. Pryor, Director		557-4902
MaeAnn Greshan, Special Assistant Director's Calendar Records Management		557-4904
Victoria Mead, Executive Assistant for Budget and Policy		557-4875
Kira Chuchom, Management Information Systems Projects Director		557-4955
Administration Division	FAX:	557-4835
Ray Wong, Director of Administration		557-4833
Program Services Gary King, Manager Civil Service Commission Liaison Appeals/Staff Reports CSC Rules Revision CSC Meeting Agenda Personnel Policies and Procedures Manual		557-4815
Eugene Freeman Employee Separations		557-4830
Anita McClendon Personal Services Contracts Workforce Planning		557-4868
Clarice Clarke Decentralization/Post Audit Return-to-Work Program Coordinator		557-4934
Cynthia Hamada Drug Testing Coordination Rule 15 & Rule 22 Medical Evaluations		557-4932
Business Services		
Rachel Robbins, Business Manager		557-4883
Leo Dinneen, Senior Accountant		557-4895 557-4896
Agnes Chau, Payroll Hoang Nguyen, Reproduction Services		557-4909

Management Information Systems (MIS)	FAX:	557-4996
Linda Lee, Operations Manager		557-4924
Human Resource Information System (HRIS) Technical Supposervice Request Line for HRIS Reports	rt	557-4807 557-4995
Fire Services Examination Unit Alan Wong, Manager	FAX:	<i>557-4961</i> 557-4963
Employee Relations Division	FAX:	557-4919
Geoffrey Rothman, Director		557-4911
Alice Villagomez, Deputy Director		557-4921
Tanya Smith  Compensation Management  Compensation Manual  Salary Data  Pay Equity  Pay Exceptions		557-4878
Paula Schiff Grievance Management Labor Relations Grievances and Complain Grieved Disciplinary Actions	nts	557-4922
Vicki Rambo Labor Contract Administration SDI Enrollments Agency Shop Program		557-4928
Jan Rogers Bargaining Unit Assignments		557-4915
2		

Equal Employment Opportunity and Management & Employee Development Division			
Evelyn Hogan-Jackson, Division Manager	557-4825		
Equal Employment Opportunity FAX	557-4910		
Dorothy Yee, Assistant Manager Affirmative Action Programs EEO Reports Alternative Dispute Resolution	557-4889		
Silvia Castellanos Americans with Disabilities Act (ADA) Disability Transfer Administration Reasonable Accomodations Procedure	557-4855		
Diana Garcia Alternative Dispute Resolution Bi-lingual Proficiency Testing/Waiver Procedures	557-4838		
Ellen Gunselman How to file a complaint of employment discrimination Discrimination complaints filed with EEOC, DFEH How to file a request for disability transfers	557-4832		
Eric Jue Rule 34 Program to employ persons with severe disabilities Reasonable Accomodations Procedure	557-4850		
Esther Leong Reports of Discrimination Complaints Sexual Harassment Reports	557-4842		
Lewanna Cho Oral Authorizations for Provisional Appointments Status of Bilingual Testing and Waiver Requests	557-4837		

FAX: 557-4870

Management & Employee Development

Workplace Security

Managing Problem Performance

Meeting Facilitation and Effectiveness

Myers-Briggs Personality Indicator

Grievances

Management & Employee Development	I Z	14: 337-4070
Elizabeth Schiff Coordination of department req organizational developme Citywide Violence Prevention C Human Resources University	ent consulting services	557-4950
Lynn Susoeff Coordination of department req organizational developme		557-4976
Collie Gaines Training for the Department of I	Public Works	557-4952
Bob Sanchelli Americans with Disabilities Act Performance Management Train		557-4947
Barbara Small Course enrollment information : General information on MED se		557-4945
The Management & Employee Development U	Init offers training programs in the	following areas
Americans with Disabilities Act (ADA) Career Development Communication Skills Diversity Effective Communications: Key to	Performance Management and Presentation Skills Supervisory Skills Sexual Harassment Stress Management	ł Appraisals

Survival Skills for Oral Exams and

Interviews

Team Building

Time Management

Operations	Division	FAX:	557-4870
Anne Godfi	ey, Division Manag	er	557-4944
Linda Marir	ni, Assistant Division	n Manager/Project Manager, Classification Studies	557-4969
and employ		partmental staffing needs (classification, recruitment, ions) are provided through a cluster or "team" system for services.	
A complete	listing of City Depa	rtments assigned to each team member is shown in Se	ection IV.
Team 1:	Legal, Protective	e, Uniformed, Traffic, and Schools	
	Team Leader: Senior Staff: Members:	Candy Heurlin Jose Lebron Bill Sumner Hadas Desta Orell Allen Gloria Martinez	557-4846 557-4856 557-4867 557-4887 557-4847 557-4859
Team 2:	Health & Humar	services, Recreation, Cultural, and Airport	
	Team Leader: Senior Staff: Members:	Janice Fukuda Joan McAllister Ana Borja Pat Sayrafi Karen Taylor Carole Van Dyke	557-4840 557-4933 557-4811 557-4848 557-4869
Team 3:	Public Works, U	tilities, Transportation, Port, and College	
	Team Leader: Senior Staff: Members:	Bette Thomas Janet Bias Barry Biderman Maria Chan	557-4937 274-0425 557-4882 554-6002

Mathew Hom

Regina Tharayil

557-4881 557-4860

Team 4:	Information Sy	stems Project

Project Ma Member:		cellar aribaldi		557-4927 557-4836
Operations Services Sup Vernon Nulph, Manager	port			557-4849
Certification Unit Norma Gill, Supervisor			FAX:	<i>557-4834</i> 557 <b>-4</b> 816
ALPHA Classes thru 139 1424 & 1426; 6000-6999 (except DPH lists) 3000-3	,	Carmen Wilson		557-4817
1600-1799; 1900-1999; 2000-2999 (Except DPH o DSS lists); 4000-5999	<b>%</b>	Binh Trinh		557-4819
All other 1400 series; (exc DPH & DSS Lists); 7000-		Rumella Gallofin		557-4818
1500-1599; 1800-1899; 800	00-9999;	Winston De Lara		557-4820
DPH Lists: 1404; 1424 & 1440 & 1441; 1446; 1636 1662-1664; 2110-2436; 24: 2532-2593; 2596-2606; 26: 26: 27-2606; 27: 27: 27: 27: 27: 27: 27: 27: 27: 27:	& 1637; 42-2494; 18-2624;	Gloria Choy		557-4824
DSS Lists: 2903-2907; 291 2940-2971	0-2914;	Myrna Orais		557-4826
Administrative Support Sue Blomberg, Superviso				557-4884
Employment Information	n - General Inquir	ries		557-4800
Employment Information	n - TDD			775-9484
Job Hotline				557-4888

	Health	and	Saf	ety	Division
--	--------	-----	-----	-----	----------

Brian Narlock, Claims Manager

Maryellen Vergas, Program Manager

Randall B. Smith, Health Services Administrator		554-1702
Rob Leadbeater, Executive Assistant Mila A. Palarca, Health Service System Board Secretary		554-1723 554-1737
Health Service System 1155 Market Street - 3rd floor San Francisco, CA 94103	FAX:	554-1721
General Inquiries		554-1700
Member Services Division Bill Irwin, Supervisor		554-1703
Eligibility and benefit information concerning all health and dental programs, disability insurance, dependent care, vision care, COBRA and domestic partners benefits		554-1750
Medical Claims Division		554 1700
Edna Erfe, Supervisor		554-1708
City Health Plan Benefit Information regarding hospitalization, ER car physician care, surgical services, outpatient diagnostic, prescriptions, physical therapy, vision care and other medical services	re,	554-1725
Status of medical claims and problem resolution		
Workers' Compensation Program 1155 Market Street - 3rd floor San Francisco, CA 94103	FAX:	554-1797

Workers' Compensation claims are handled by both the CCSF Workers' Compensation Program and the ACMI/Noetics Group, a third-party administrator. Each City Department has been assigned to either the CCSF Workers' Compensation Program or the ACMI/Noetics Group. The administrator assigned to each department, as well as the name and phone number of the corresponding claims examiner are shown in Section IV.

554-1773

554-1791

Workers' Compensation - General Inquiries		554-1777
Lynne Nelson, Supervisor, Police/Misc. Don Southern, Supervisor, Fire/Airport Sharon Hernandez, Supervisor, School/I	Unit	554-1771 554-1775 554-1774
Rehabilitation Coordinator Medical Coordinator	Carol Ayers Nonie Devens	554-1780 554-1789
Support Unit Supervisor	Terrence Daniel	554-1779
Accounting Unit/Vendor Inquiries	Charles Chan	554-1766
Accounting Unit/Vendor Inquiries	Maria Martinez	554-1792
Accounting Unit/TDD Operator	Vann Hickman	554-1790

## Medical Treatment Facilities:

Mt. Zion Hospital	885-777
1515 Scott Street	
(between Geary & Post)	
S.F. General Hospital	206-899
Bldg. 9, 2nd Floor	
(23rd & Potrero)	

After Hours: Mt. Zion Hospital Emergency Room (Sutter St. between Divisidero and Scott)

Note: Employees must report to the treatment facility to which their department has been assigned. For departments assigned to each treatment facility, see Section IV.



## DIRECTORY OF SERVICES

II. Directory of Services by Subject



## DIRECTORY OF SERVICES BY SUBJECT

SUBJECT	Division/Unit	Phone
Acknowledgement cards (striking employees) Accounting Department of Human Resources	Certification	557-4821
(other than Health Service System)	Business Services	557-4895
Health Service System	Health Service System	554-1703
Acting Assignment Pay	Employee Relations	557-4878
ADA (Americans With Disabilities Act)		
Issues regarding	EEO	557-4855
Training	Mgt & Emp Dev	557-4947
Affirmative Action	EEO	557-4889
Alternative Dispute Resolution	EEO	557-4889
Appeals		
Automatic resignation	Program Services	557-4830
Terminations	Program Services	557-4830
Services Unsatisfactory	Program Services	557-4830
Separations (not layoffs)	Program Services	557-4830
Examinations	Operations see	exam announcement
Suspensions	Program Services	557-4830
Future employability	Program Services	557-4830
Applications, Employment	Operations Support	557-4800
Appointments		
As-Needed	EEO	557-4837
Certifications	Certification	557-4821
Exempt	Certification	557-4821
General Inquiries	Certification	557-4821
Limited Tenure	Certification	557-4821
Non Civil Service, Provisional	EEO	557-4837
Oral Authorizations	EEO	557-4837
Appointment Above Entrance Rate	Employee Relations	557-4878
Apprenticeship Program	Certification	557 <del>-4</del> 821
Assault or Battery Pay Inquiries	Employee Relations	557-4916
Assignments - Out of Class	Operations	Dept. Team
Backdating of Requisitions	Operations	557-4849
Bargaining Unit Assignments	Employee Relations	557-4915

SUBJECT	Division/unit	PHONE
Bilingual Proficiency Inquiries	EEO	557 <del>-4</del> 838
Testing; Waivers	EEO	557-4837
Budget Administration - DHR	Business Services	557-4883
Certification Inquiries Change of Address and/or Name	Certification	557-4821
Applicants	Operations	Dept. Team
Eligibles	Certification	557-4821
Employees, City & County	Certification	557-4821
Claims		
Workers' Compensation	Workers' Compensation	554-1777
Medical, City Ĥealth Plan	Health Service System	554-1725
Classification	Operations	Dept. Team
Compensatory Time	Employee Relations	557-4878
Compensation Issues	Employee Relations	557-4878
Contracts	• ,	
Labor	Employee Relations	557-4922
Personal Services	Program Services	557-4829
Conviction/Criminal Records	Operations	557-4849
Courtesy Cards	Operations Support	557-4800
•		
Decentralization/Post Audit	Program Services	557-4934
Dental Plans	Health Service System	554-1750
Disability Insurance	Health Service System	554-1750
Disability Pay	Workers' Compensation	557-1777
Disability Transfer	EEO	557-4855
Disabilities, Program for persons with	EEO	557-4850
Discharge/Dismissal of Employees	Program Services	557-4830
Discrimination Complaints		
Filing	EEO	557-4832
Reports	EEO	557-4842
Driver License Regulations	Operations	Dept. Team
Drug Testing Program	Program Services	557-4932
	-	
EEO Reports	EEO	557-4889

Subject	Division/unit	Phone
Eligible Lists		
Inquiries regarding status on	Certification	557-4821
Holdover roster	Certification	557-4821
Employee Handbook	Program Services	557-4815
Employee Separations	Program Services	557-4830
Equal Employment Opportunity	EEO	557-4832
Examinations		
Announcements	Operations Support	557-4800
Appeals	Operations	see exam announcement
Inspection of	Operations Support	557-4800
Reasonable accommodation	Operations	see exam announcement
Exempt Appointments	Certification	557-4821
Facilitation Services	Mgt & Emp Dev	557-4950
Fair Labor Standards Act	Employee Relations	557 <b>-4</b> 990
Fingerprinting Inquiries	Operations	557-4849
Fire Services Exam Unit	Fire Services	557-4963
Fitness for Duty Medical Exam	Program Services	557-4932
Forms	Operations Support	557-4800
Fraud Hotline - Workers' Compensation	Workers' Compensation	554-1773
Grievances	Employee Relations	557-4922
Health Plans	Harlah Camaian Carana	EE7 17E0
Health and Safety Coordination	Health Service System Program Services	557-1750 557-4833
Holdover Roster	Certification	557-4821
Human Resource Information System (HRIS)	Certification	337-4021
Technical Support Hotline	MIS	557-4807
Service Request Line for Reports	MIS	557- <del>4</del> 995
Human Resources University	Mgt & Emp Dev	557-4950
,		
Industrial Accidents	Workers' Compensation	554-1777
In Lieu Payments	Employee Relations	557-4878
Interpreter/Translator Pay	- '	
Testing for proficiency	EEO	557-4837
Premium pay	Employee Relations	557-4878

SUBJECT	DIVISION/UNIT	Phone
Job Analysis Questionnaire (JAQ) Jury Duty Leave for Employees	Operations Program Services	Dept. Team 557-4830
Labor Relations Layoffs Exceptions to the Order of Layoff Leaves of Absence Limited Tenure Appointments	Employee Relations Operations Operations Program Services Certification	557-4990 557-4849 Dept. Team 557-4830 557-4821
Mailing Lists Maintenance and requests to be placed on Management Training and Consulting Services Medical Examinations - Fitness for Duty Military Leave	Operations Support Mgt & Emp Dev Program Services Program Services	557-4800 557-4945 557-4932 557-4830
Near List Appointments Non-Civil Service (NCS) Employment Authorizations	Operations EEO	557-4849 557-4837
Oral authorizations Organizational Development Organizational Needs Analyses Out of Class Assignments (Rule 26) Out of Class Assignment Pay Overtime	EEO Mgt & Emp Dev Mgt & Emp Dev Operations Employee Relations Employee Relations	557-4837 557-4950 557-4950 Dept. Team 557-4878 557-4878
Payroll - DHR employees Performance Management and Appraisals Personal Leave Personal Services Contracts Personnel Policy and Procedures Personnel Records Guidelines Position Classification Questionnaire (PCQ) Premium Pay	Business Services Mgt & Emp Dev Program Services Program Services Program Services Program Services Operations Employee Relations	557-4896 557-4947 557-4830 557-4829 557-4815 557-4815 Dept. Team 557-4878

Subject	DIVISION/UNIT	Phone
Probationary Period	Program Services	557-4830
Provisional Appointments	EEO	557-4837
Reasonable accommodations		
for employment	EEO	557-4855
for examinations	Operations	see exam announcement
Reappointment	Certification	557-4821
Recruitment (EEO/Affirmative Action)	EEO	557-4832
Reinstatement	Certification	557-4821
Reproduction Unit, DHR	Business Services	557-4909
Requisitions/Requisition Modifications	Certification	557-4818
Backdating	Operations	557-4849
Cancellation	Operations	557-4849
Certification in Progress	Certification	557-4821
Change of funds	Operations	Dept. Team
Declaration of permanency	Operations	Dept. Team
Distribution of forms	Certification	557-4818
Exempt Waivers	Operations	557-4849
Reassignments	Certification	557-4821
Special conditions		
Bilingual	EEO	557-4838
Severe disabilities	EEO	557-4850
All other	Operations	Dept. Team
Residency	Operations	Dept. Team
Resignation	Program Services	557-4830
Return to Work Program Coordination	Program Services	557-4934
Safety & Health Coordination	Program Services	557-4833
Salary Adjustments	Employee Relations	557-4878
Salary Surveys	Employee Relations	557-4878
Seniority	Operations	557-4849
Separations, Employee	- F	
Discharge/Dismissal	Program Services	557-4830
Disciplinary Suspension	Program Services	557-4830
SDI (State Disability Insurance) Enrollments	Employee Relations	557-4928
Sexual Harassment	1 - /	
Reports of	EEO	557-4842
Training	Mgt & Emp Dev	557-4952
· ·		

Subject	DIVISION/UNIT	Phone
Signature Cards Status Grants Striking Employees-Acknowledgement cards Supervisory Differential Suspension-Disciplinary	Certification Operations Certification Employee Relations	557-4818 Dept. Team 557-4821 557-4878
Grievance of Separations	Employee Relations Program Services	557-4922 557-4830
Temporary Assignments Out of Class Termination of Employees Training	Operations Program Services	Dept. Team 557-4830
Americans with Disabilities Act (ADA)	Mgt & Emp Dev	557-4947
Career development	Mgt & Emp Dev	557-4950
Communication skills	Mgt & Emp Dev	557-4952
Course registration & confirmations	Mgt & Emp Dev	557-4945
Diversity Effective Communication: Key to	Mgt & Emp Dev	557-4952
Workplace Security	Mgt & Emp Dev	557-4952
General Information	Mgt & Emp Dev	557-4945
Grievances	Mgt & Emp Dev	557-4947
Managing problem performances	Mgt & Emp Dev	557-4947
Meeting effectiveness	Mgt & Emp Dev	557-4950
Myers-Briggs Personality Indicator	Mgt & Emp Dev	557-4950
Performance management	Mgt & Emp Dev	557-4947
Performance appraisals	Mgt & Emp Dev	557-4947
Presentation skills	Mgt & Emp Dev	557-4950
Supervisory skills	Mgt & Emp Dev	557-4976
Sexual harassment	Mgt & Emp Dev	557-4952
Stress management	Mgt & Emp Dev	557-4976
Survival skills for oral exams	8 1	
and interviews	Mgt & Emp Dev	557-4952
Team building	Mgt & Emp Dev	557-4950
Time management	Mgt & Emp Dev	557-4976
Transfers		
Disability	EEO	557-4855
General inquiries	Certification	557-4821
Tuition Reimbursement	Employee Relations	557-4912

SUBJECT	Division/unit	Phone
Unemployment Insurance	Program Services	557-4830
Validation of Employee Appointments Violence Prevention Committee Voluntary Time Off without pay	Certification Mgt & Emp Dev Employee Relations	557-4821 557-4950 557-4878
Waivers Word Processing Pay Workers' Compensation	Certification Employee Relations	557-4821 557-4878
General information Claim Statistics Contract Administration Fraud Hotline Workforce Composition Data Work Order Funds for DHR Services	Workers' Compensation Workers' Compensation Workers' Compensation Workers' Compensation EEO Business Services	554-1777 554-1791 554-1791 554-1773 557-4837 557-4883





## DIRECTORY OF SERVICES

III. Alphabetical Listing of DHR Staff



## **Alphabetical Directory of DHR Employees**

Name	<u>Department</u>	Phone
Aglubat, Lyn	Employee Relations	557-4929
Allen, Orell	Operations	557-4847
Arca, Maria	Workers' Compensation	554-1793
Arcega, Venancio	Health Service System	554-1713
Ayers, Carol	Workers' Compensation	554-1780
Bassior, Tobe	Management Information Systems	557-4946
Bautista, Felix	Health Service System	554-1718
Beltran, Maria	Operations	557-4894
Benoza, Rebecca	Fire Services	557-4960
Bernstein, Linda	Workers' Compensation	554-1761
Bias, Janet	Operations	274-0425
Biderman, Barry	Operations	557-4882
Blomberg, Susan	Operations	557-4884
Bolts, Lydia	Health Service System	554-1718
Borja, Ana	Operations	557-4811
Bosnich, Janet	Employee Relations	557-4920
Calonsag, Virginia	Health Service System	554-1718
Candelaria, Antoinette	Health Service System	554-1729
Carandang, Ronnie	Health Service System	554-1712
Castellanos, Silvia	Equal Employment Opportunity	557-4855
Castillo, Luisa	Workers' Compensation	554-1762
Cervantes, Mark	Workers' Compensation	554-1768
Chan, Charles	Workers' Compensation	554-1766
Chan, Maria	Operations	554-6002
Chan, Shi-Hwa	Workers' Compensation	554-1781
Chau, Agnes	Business Services	557-4896
Chau, Khanh	Workers' Compensation	554-1765
Chew, Rose	Employee Relations	557-4912
Chin, Cheryl	Management Information Systems	557-4879
Christenbury, Amber	Health Service System	554-1718
Cho, Lewanna	Equal Employment Opportunity	557-4837
Choy, Gloria	Certification	557-4824
Chuchom, Kira	Management Information Systems	557-4955
Clarke, Clarice	Program Services	557-4934
Collantes, Carmen	Operations	557-4841

Name	<u>Department</u>	Phone
Contreras-Organo, Lennie	Workers' Compensation	554-1757
Coral, Letty	Workers' Compensation	554-1763
Cosico, Erlinda	Certification	557-4821
Crandell, Michael	Health Service System	554-1704
Cruz, Jesusa	Fire Services	557-4967
Daniel, Terrence	Workers' Compensation	554-1779
Davis, Ted	Management Information Systems	557-4814
Delacalzada, Rosita	Health Service System	554-1718
DeLara, Winston	Certification	557-4820
DeoCampo, Estrella	Health Service System	554-1718
Desta, Hadas	Operations	557-4887
Devens, Nonie	Workers' Compensation	554-1789
Dinneen, Leo	Business Services	557-4895
Dix, B.J.	Business Services	557-4845
Du, Cindy Yee	Workers' Compensation	554-1767
Erfe, Edna	Health Service System	554-1708
Escobar, Silvia	Workers' Compensation	554-1752
Feniquito, Priscilla	Health Service System	554-1718
Freeman, Eugene	Program Services	557-4830
Figone, John	Employee Relations	557-4940
Fukuda, Janice	Operations	557-4840
Gaines, Collie	Mgt. & Employee Development	557-4952
Gallofin, Rumella	Certification	557-4818
Garcia, Diana	Equal Employment Opportunity	557-4838
Garcia, Luis	Business Services	557-4909
Garibaldi, Lou	Operations	557-4836
Gee, Florence	Health Service System	554-1714
George, Tamara	Employee Relations	557-4916
Gill, Norma	Certification	557-4816
Godfrey, Anne	Operations	557-4944
Godfrey, Joe	Health Service System	554-1814
Gomez, Patricia	Administration	557-4806
Greshan, MaeAnn	Administration	557-4904
Grossi, Maria	Health Service System	554-1747
Gunselman, Ellen	Equal Employment Opportunity	557-4832
Hamada, Cynthia	Program Services	557-4932
Hayashida-Fong, Aileen	Health Service System	554-1744
Heard, Karen	Operations	557-4923
Hernandez, Sharon	Workers' Compensation	554-1774
Heurlin, Candace	Operations	557-4846

Name	<u>Department</u>	Phone
Hickman, Vann	Workers' Compensation	554-1790
Hogan-Jackson, Evelyn	EEO/Mgt. & Employee Development	557-4825
Hom, Mathew	Operations	557-4881
Irwin, Bill	Health Service System	554-1703
Johnson, Dave	Fire Services	557-4965
Johnson, Doris	Administration	557-4936
Jue, Eric	Equal Employment Opportunity	557-4850
Kellar, Robert	Operations	557-4927
Kelsey, Ron	Workers' Compensation	554-1756
Khoo, Sheila	Health Service System	554-1749
King, Gary	Program Services	557-4815
Lacanlale, Angie	Health Service System	554-1730
Leadbeater, Rob	Health Service System	554-1723
Lebron, Jose	Operations	557-4856
Lee, Lain Lain	Health Service System	554-1718
Lee, Linda	Management Information Systems	557-4924
Lee, Iris	Health Service System	554-1718
Leong, Esther	Equal Employment Opportunity	557-4842
Leong, Maisy	Health Service System	554-1717
Lew, Seu	Operations	557-4823
Liang, May	Workers' Compensation	554-1787
Lim, Dorothy	Health Service System	554-1718
Lingad, Julie	Operations	557-4968
Lockwood, Sandra	Health Service System	554-1709
Lok, Wendy	Health Service System	554-1720
Low, Alice	Workers' Compensation	554-1796
Lucchesi, Paul	Workers' Compensation	554-1795
Marini, Linda	Operations	557-4969
- Martinez, Maria	Workers' Compensation	554-1792
Martinez, Gloria	Operations	557-4859
Mason, Jeannette	Program Services	557-4829
Matawaran, Archie	Workers' Compensation	554-1786
McAllister, Joan	Operations	557-4933
McClendon, Anita	Program Services	557-4868
McFarland, Jody	Workers' Compensation	554-1764
McGuire, Deborah	Health Service System	554-1719
Mead, Vicky	Business Services	557-4875
Medios, Lourdes	Health Service System	554-1718
Melendez, Marjorie	Workers' Compensation	554-1758
Mendoza, Willie	Health Service System	554-1705

Name	Department	Phone
Monsor, Maria	Employee Relations	557-4925
Morgan, Carl	Workers' Compensation	554-1772
Mullan, Diane	Health Service System	554-1711
Narlock, Brian	Workers' Compensation	554-1773
Nelson, Lynne	Workers' Compensation	554-1771
Nguyen, Hoang	Business Services	557-4909
Nulph, Vernon	Operations	557-4849
Orais, Myrna	Certification	557-4826
Orallo, Cora	Operations	557-4862
Ortega, Leonardo	Management Information Systems	557-4958
Pacheco, Celedonia	Health Service System	554-1718
Palarca, Mila	Health Service System	554-1737
Pereira, Seby	Employee Relations	557-4918
Perez, Lupe	Workers' Compensation	554-1798
Phung, Cuong	Business Services	551-4909
Pryor, Wendell	Administration	557-4902
Racelis, Josie	Certification	557-4822
Rambo, Vicki	Employee Relations	557-4928
Ramirez, Miriam	Health Service System	554-1701
Redmond, Gerald	Management Information System	557-4863
Robbins, Rachel	Business Services	557-4883
Robertson, Scott	Health Service System	554-1728
Robinson, Anthony	Workers' Compensation	554-1784
Rodriguez,-Corns, Susann	Health Service System	554-1746
Rogers, Janet	Employee Relations	557-4915
Romero, Carlos	Workers' Compensation	554-1781
Rothman, Geoff	Employee Relations	557-4911
Samples, Linda	Workers' Compensation	554-1751
Sanchelli, Robert	Mgt. & Employee Development	557-4947
Sayrafi, Patricia	Operations	557-4848
Schiff, Liz	Mgt. & Employee Development	557-4950
Schiff, Paula	Employee Relations	557-4922
Small, Barbara	Mgt. & Employee Development	557-4945
Smith, Beaulah	Health Service System	554-1740
Smith, Randy	Health Service System	554-1702
Smith, Tanya	Employee Relations	557-4878
Solemnidad, Vivian	Workers' Compensation	554-1759
Southern, Don	Workers' Compensation	554-1775
Stoddard, Doug	Fire Services	557-4966
Stokes, Peter	Management Information Systems	557-4956

Name	Department	Phone
Sue, Stanley	Workers' Compensation	554-1760
Sumida, Sue	Certification	557-4827
Sumner, William	Operations	557-4867
Susoeff, Lynn	Mgt. & Employee Development	557-4976
Taylor, Karen	Operations	557-4872
Tharayil, Regina	Operations	557-4860
Thomas, Bette	Operations	557-4937
Trinh, Binh	Certification	557-4819
Tusch, John	Health Service System	554-1710
Van Dervort, Denise	Health Service System	554-1743
Van Dyke, Carole	Operations	557-4869
Velasco, Jose	Health Service System	554-1718
Vergas, Maryellen	Workers' Compensation	554-1791
Villagomez, Alice	Employee Relations	557-4921
Villaluz, Rosanna	Health Service System	554-1748
Walsh, William	Workers' Compensation	554-1794
Wilson, Carmen	Certification	557-4817
Wong, Alan	Fire	557-4963
Wong, Ray	Administration	557-4833
Wong, Wendy	Health Service System	554-1706
Wright, Cynthia	Health Service System	554-1727
Wu, Susan	Operations	557-4866
Yee, Dorothy	Equal Employment Opportunity	557-4889
Yeung, Anthony	Management Information Systems	557-4959
FAX	Administration	557-4835
FAX	Certification	557-4834
FAX	Director's Office	557-4835
FAX	Employee Relations	557-4919
FAX	Equal Employment Opportunity	557-4910
FAX	Fire Services	557-4961
FAX	Health Service System	554-1721
FAX	Management & Employee Development	557-4870
FAX	Management Information Systems	557-4996
FAX	Operations	557-4870
FAX	Workers' Compensation	554-1797





#### DIRECTORY OF SERVICES

IV. Assignments by CCSF Departments



# OPERATIONS DIVISION Assignment by Department

DEPARTMENT	Теам	Name	PHONE
Academy of Sciences	2	Carole Van Dyke	557-4869
Adult Probation	1	Gloria Martinez	557-4859
Aging Commission	1	Gloria Martinez	557-4859
Airport	2	Joan McAllister	557-4933
Animal Care & Control	1	Hadas Desta	557-4887
Art Commission	2	Carole Van Dyke	557-4869
Asian Art Museum	2	Karen Taylor	557-4872
Assessor	3	Mathew Hom	557-4881
Board of Supervisors	2	Pat Sayrafi	557-4848
Building Inspection	3	Regina Tharayil	557-4860
Chief Administrative Officer	2	Joan McAllister	557-4933
City Attorney	1	Hadas Desta	557-4887
City Planning	3	Mathew Hom	557-4881
Civil Service Commission	1	Bill Sumner	557-4867
Controller	4	Rob Kellar	557-4927
	4	Lou Garibaldi	557-4836
Convention Facilities	2	Joan McAllister	557-4933
County Agriculture	2	Joan McAllister	557-4933
District Attorney	1	Gloria Martinez	557-4859
Electricity	3	Mathew Hom	557-4881
Ethics Commission	1	Orell Allen	557-4847
Fine Arts Museums	2	Karen Taylor	557-4872
Fire	1	Gloria Martinez	557-4859
Hetch Hetchy Project	3	Barry Biderman	557-4882
Human Resources	1	Orell Allen	557-4847
Human Rights Commission	2	Joan McAllister	557-4933
Juvenile Courts	1	Jose Lebron	557-4856
Law Library	2	Pat Sayrafi	557-4848
Library	2	Carole Van Dyke	557-4869
	2	Karen Taylor	557-4872
Mayor	2	Carole Van Dyke	557-4869
Medical Examiner/Coroner	1	Gloria Martinez	557-4859
Municipal Court	1	Hadas Desta	557-4887

#### Department of Human Resources Operations Division - Assignment by Department

DEPARTMENT	Теам	Name	PHONE
Municipal Railway	3	Mathew Hom	557-4881
Office of Citizen Complaints	1	Bill Sumner	557-4867
Parking & Traffic	1	Hadas Desta	557-4887
Permit Appeals	2	Ana Borja	557-4811
Police	1	Bill Sumner	557-4867
Port Commission	3	Janet Bias	274-0425
Public Admin/Guardian	1	Jose Lebron	557-4856
Public Defender	1	Gloria Martinez	557-4859
Public Health-Central Office	2	Ana Borja	557-4811
Public Health-Mental Health	2	Ana Borja	557-4811
Public Health-Laguna Honda	2	Ana Borja	557-4811
Public Health-SF General Hospit	al 2	Ana Borja	557-4811
Public Utilities	3	Barry Biderman	557-4882
PUC Light, Heat & Power	3	Barry Biderman	557-4882
Public Works	3	Barry Biderman	557-4882
		Maria Chan	554-6002
Purchaser	3	Mathew Hom	557-4881
Real Estate	3	Barry Biderman	557-4882
Recorder	2	Ana Borja	557-4811
Recreation & Park	2	Pat Sayrafi	557-4848
Registrar of Voters	2	Pat Sayrafi	557-4848
Rent Arbitration Board	3	Barry Biderman	557-4882
Retirement	1	Orell Allen	557-4847
S.F. Comm. College Distr.	3	Mathew Hom	557-4881
S.F. Unified School Distr.	1	Hadas Desta	557-4887
Sheriff	1	Jose Lebron	557-4856
Social Services	2	Pat Sayrafi	557-4848
Status of Women	1	Orell Allen	557-4847
Superior Court	1	Hadas Desta	557-4887
Treasurer/Tax Collector	3	Mathew Hom	557-4881
War Memorial	2	Ana Borja	557-4811
Water	3	Barry Biderman	557-4882

### OPERATIONS DIVISION Decentralized Units

Police Department 850 Bryant Street Room 557-14 San Francisco, CA 94103

SFPD Exam Unit	553-1805
Julie Gonzalez, Team Leader	553-9000
Alma Acosta	553-1989
Terri Brady	553-1991
Saru Cownan	553-1806
Jaye Erickson	553-1988
Richard Marshall	553-1994
Mark Vandiver	553-1987
FAX	553-1067

Department of Public Health San Francisco General Hospital Building 10 Ward 13 1001 Potrero Avenue San Francisco, CA 94110

DPH Decentralized Unit	206-8084
Yvette Stuart, Team Leader	206-5021
Steve Martin, Team Leader	206-5033
Pat Duncan	206-5025
Joel Hurwitz	206-5430
Lincoln Mah	206-5029
Steve Pacarar	206-5030
Terri Peck	206-5474
Shelley Samuels	206-5031
FAX	206-6005

Department of Public Works 875 Stevenson Street Room 470 San Francisco, CA 94103

Joyce Smith	554-6003
Maria Chan	554-6002
FAX	554-6025

### Department of Human Resources Operations Division - Decentralized Examination Units

Controller 875 Stevenson Street San Francisco, CA 94103

Kathy Mallegni, DPO	554-7578
Ann Tinling	554-7577
FAX	554-7466

Department of Social Services
170 Otis Street 5th floor
San Francisco, CA 94103

Sandra Finney, Team Leader
Rich Hodgkinson
Sarah Kaufman
FAX

Mailing address:
Exam Unit E-330
P.O. Box 7988
San Francisco, CA 94120

557-5566
557-5573
557-5688
557-5688
557-5688
557-5061

Public Utilities/Transportation 1155 Market Street 8th floor San Francisco, CA 94103

554-1660
554-1690
554-1678

Airport Airports Commission P.O. Box 8097 San Francisco, CA 94128

Denise Cannonier	876-2383
Gabe Karol	876-2383
Myrna Briones	876-2383
FAX	876-2255

## EQUAL EMPLOYMENT OPPORTUNITY Assignment by Department

DEPARTMENT	Name	PHONE
Academy of Sciences	Eric Jue	557-4850
Adult Probation	Esther Leong	557-4842
Aging Commission	Dorothy Yee	557-4889
Airport	Silvia Castellanos	557-4855
Animal Care & Control	Dorothy Yee	557-4889
Art Commission	Eric Jue	557-4850
Asian Art Museum	Esther Leong	557-4842
Assessor	Diana Garcia	557-4838
Board of Supervisors	Esther Leong	557-4842
Building Inspection	Eric Jue	557-4850
Chief Administrative Officer	Dorothy Yee	557-4889
City Attorney	Esther Leong	557-4842
City Planning	Silvia Castellanos	557-4855
Civil Service Commission	Diana Garcia	557-4838
Controller	Diana Garcia	557-4838
Convention Facilities	Dorothy Yee	557-4889
County Agriculture	Dorothy Yee	557-4889
District Attorney	Silvia Castellanos	557-4855
Electricity	Dorothy Yee	557-4889
Ethics Commission	Silvia Castellanos	557-4855
Fine Arts Museums	Silvia Castellanos	557-4855
Fire	Esther Leong	557-4842
- Hetch Hetchy Project	Eric Jue	557-4850
Human Resources	Dorothy Yee	557-4889
Human Rights Commission	Dorothy Yee	557-4889
Juvenile Courts	Esther Leong	557-4842
Law Library	Esther Leong	557-4842
Library	Diana Garcia	557-4838
Mayor	Dorothy Yee	557-4889
Medical Examiner/Coroner	Dorothy Yee	557-4889
Municipal Court	Eric Jue	557-4850
Municipal Railway	Eric Jue	557-4850
Office of Citizen Complaints	Silvia Castellanos	557-4855
Parking & Traffic	Esther Leong	557-4842

#### Department of Human Resources Equal Employment Opportunity - Assignment by Department

DEPARTMENT	Name	PHONE
Permit Appeals	Dorothy Yee	557-4889
Police	Esther Leong	557-4842
Port Commission	Silvia Castellanos	557-4855
Public Admin/Guardian	Dorothy Yee	557-4889
Public Defender	Esther Leong	557-4842
Public Health-Central Office	Eric Jue	557-4850
Public Health-Mental Health	Eric Jue	557-4850
Public Health-Laguna Honda	Eric Jue	557-4850
Public Health-SF General Hospital	Eric Jue	557-4850
Public Utilities	Eric Jue	557-4850
PUC Light, Heat & Power	Eric Jue	557-4850
Public Works	Silvia Castellanos	557-4855
Purchaser	Diana Garcia	557-4838
Real Estate	Dorothy Yee	557-4889
Recorder	Dorothy Yee	557-4889
Recreation & Park	Diana Garcia	557-4838
Registrar of Voters	Dorothy Yee	557-4889
Rent Arbitration Board	Dorothy Yee	557-4889
Retirement	Eric Jue	557-4850
S.F. Comm. College Distr.	Diana Garcia	557-4838
S.F. Unified School Distr.	Silvia Castellanos	557-4855
Sheriff	Eric Jue	557-4850
Social Services	Diana Garcia	557-4838
Status of Women	Dorothy Yee	557-4889
Superior Court	Silvia Castellanos	557-4855
Treasurer/Tax Collector	Diana Garcia	557-4838
War Memorial	Eric Jue	557-4850
- Water	Eric Jue	557-4850

# WORKERS' COMPENSATION Assignment by Department

General Inquiries 554-1777
Brian Narlock, Claims Manager 554-1773

		k		
DEPARTMENT	ADMINISTRATOR	Examiner	PHONE	FACILITY
Academy of Sciences	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Adult Probation	ACMI-Noetics	Amy Chan	247-7020	Mt. Zion
Aging Commission	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Airport				
A-J	CCSF-WCD	Anthony Robinson	554-1784	SF Gen
K-Z	CCSF-WCD	Bill Walsh	554-1794	SF Gen
Animal Care & Control	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Art Commission	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Asian Art Museum	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Assessor	ACMI-Noetics	Trish Crowell	247-7006	Mt. Zion
Board of Supervisors	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Building Inspection	ACMI-Noetics	Alex Cardenas	247-7036	SF Gen
Chief Administrative Officer	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Child, Youth & Family	ACMI-Noetics	Trish Crowell	247-7006	Mt. Zion
City Attorney	ACMI-Noetics	Trish Crowell	247-7006	Mt. Zion
City Planning	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Civil Service Commission	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Controller	ACMI-Noetics	Trish Crowell	247-7006	Mt. Zion
Convention Facilities	CCSF-WCD	Alice Low	554-1796	Mt. Zion
County Agriculture	CCSF-WCD	Alice Low	554-1796	Mt. Zion
District Attorney	ACMI-Noetics	Trish Crowell	247-7006	Mt. Zion
Electricity	ACMI-Noetics	Alicia Beverly	247-7015	Mt. Zion
Ethics Commission	ACMI-Noetics	Trish Crowell	247-7006	Mt. Zion
Fine Arts Museums	ACMI-Noetics	Alicia Beverly	247-7015	Mt. Zion
Fire				
A, L, R-U, X-Z	CCSF-WCD	Cindy Yee Du	554-1767	Mt. Zion*
B-D, W	CCSF-WCD	Linda Bernstein	554-1761	Mt. Zion*
E-J, Q	CCSF-WCD	Vivian Solemnidad	554-1759	Mt. Zion*
K, M-O, V	CCSF-WCD	Lennie Contreras	554-1757	Mt. Zion*
P	CCSF-WCD	Anthony Robinson	554-1784	Mt. Zion*

#### Department of Human Resources Workers' Compensation - Assignment by Department

Hetch Hetchy Project ACMI-Noetics Ferdi Castillo 247-7022 Mt. Zion Human Resources CCSF-WCD Alice Low 554-1796 Mt. Zion Human Rights Commission CCSF-WCD Alice Low 554-1796 Mt. Zion Juvenile Courts ACMI-Noetics Robin Mason 247-7001 SF Gen*
Human Rights Commission CCSF-WCD Alice Low 554-1796 Mt. Zion
Law Library CCSF-WCD Alice Low 554-1796 Mt. Zion
Library ACMI-Noetics Alicia Beverly 247-7015 Mt. Zion
Mayor ACMI-Noetics Trish Crowell 247-7006 Mt. Zion
Medical Examiner/Coroner CCSF-WCD Alice Low 554-1796 Mt. Zion
Municipal Court ACMI-Noetics Alicia Beverly 247-7015 Mt. Zion
Municipal Railway
A-L ACMI-Noetics Jeff Gary 247-7021 SF Gen
Joyce Otis 247-7042
Jennifer Gee 247-7002
M-Z ACMI-Noetics Remy Barnes 247-7035 SF Gen
Imelda Gadiane 247-7014
Chandler White 247-7040
Ed Ruiz 247-7041
Office of Citizen Complaints ACMI-Noetics Trish Crowell 247-7006 Mt. Zion
Parking & Traffic CCSF-WCD Paul Lucchesi 554-1795 SF Gen
Permit Appeals CCSF-WCD Alice Low 554-1796 Mt. Zion
Police
A, O, R CCSF-WCD Bill Walsh 554-1794 Mt. Zion*
B-D CCSF-WCD Jody McFarland 554-1764 Mt. Zion*
E-K CCSF-WCD Linda Samples 554-1751 Mt. Zion*
L-N, P CCSF-WCD Mark Cervantes 554-1768 Mt. Zion*
Q, S-Z CCSF-WCD Ron Kelsey 554-1756 Mt. Zion*
Port Commission CCSF-WCD Anthony Robinson 554-1784 Mt. Zion
Public Admin/Guardian CCSF-WCD Alice Low 554-1796 Mt. Zion
Public Defender ACMI-Noetics Trish Crowell 247-7006 Mt. Zion
Public Health-Central Office ACMI-Noetics Alex Cardenas 247-7036 SF Gen
Public Health-Mental Health ACMI-Noetics Alex Cardenas 247-7036 SF Gen
Public Health-Laguna Honda
A-R ACMI-Noetics Dorothy Boutte 247-7033 SF Gen
S-Z ACMI-Noetics Joe Castor 247-7049 SF Gen
Public Health-SF General Hospital
A-K ACMI-Noetics Regan Ramos 247-7003 SF Gen
L-Z ACMI-Noetics Joe Castor 247-7049 SF Gen
Public Utilities ACMI-Noetics Ferdi Castillo 247-7022 Mt. Zion
PUC Light, Heat & Power ACMI-Noetics Ferdi Castillo 247-7022 Mt. Zion

#### Department of Human Resources Workers' Compensation - Assignment by Department

DEPARTMENT	ADMINISTRATOR	Examiner	PHONE	FACILITY
Public Works				
Building Repair	ACMI-Noetics	Alex Cardenas	247-7036	SF Gen
All Other	ACMI-Noetics	Robin Mason	247-7001	SF Gen
Purchaser	ACMI-Noetics	Alicia Beverly	247-7015	Mt. Zion
Real Estate	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Recorder	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Recreation & Park	ACMI-Noetics	Kim Clay-Ramos	247-7011	Mt. Zion
Registrar of Voters	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Rent Arbitration Board	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Retirement	CCSF-WCD	Brian Narlock	554-1773	Mt. Zion
S.F. Comm. College Distr.	CCSF-WCD	Anthony Robinson	554-1784	Mt. Zion
S.F. Unified School Distr.				
A-C, E, T-Z	CCSF-WCD	Marjorie Melendez	554-1758	Mt. Zion
D, F-L	CCSF-WCD	Lupe Perez	554-1798	Mt. Zion
M-S	CCSF-WCD	Letty Coral	554-1763	Mt. Zion
Cafeteria	CCSF-WCD	Lupe Perez	554-1798	Mt. Zion
Children Center	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Sheriff	ACMI-Noetics	Amy Chan	247-7020	SF Gen*
Social Services	ACMI-Noetics	Trish Crowell	247-7006	SF Gen
Status of Women	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Superior Court	ACMI-Noetics	Alicia Beverly	247-7015	Mt. Zion
Treasurer/Tax Collector	CCSF-WCD	Alice Low	554-1796	Mt. Zion
War Memorial	CCSF-WCD	Alice Low	554-1796	Mt. Zion
Water	ACMI-Noetics	Ferdi Castillo	247-7022	SF Gen

<sup>\*</sup> All safety officers in Police, Fire, Sheriff, and Juvenile Probation departments will have free choice of clinics to use. It is assumed that Police and Fire safety officers will elect to use Mt. Zion and Sheriff and Juvenile Probation officers will elect to use San Francisco General Hospital. After hours and weekend injuries will be treated at the Mt. Zion facility.







